

Questions and Answers about the Bona Fide Retail Request (BFFR) Program

What is BFFR?

The BFFR program allows customers of Verizon, Verizon North, Embarq and Windstream to obtain high-speed internet service sooner than they may otherwise receive it, if service is currently not available in their area

How do I get an application?

You can obtain an application by calling your telephone company or by clicking on the links below.

[Verizon:](#) 1-800-660-2215

[Verizon North:](#) 1-800-483-4000

[Embarq:](#) 1-888-436-7841

[Windstream:](#) 1-866-406-3784

What happens after I submit an application?

The company will let you know that it received your application. When the company receives applications for service to 50 telephone lines or 25% of the telephone lines in your “calling community”, whichever is fewer, the company must make high-speed internet service available to customers in that area within one year. When the company receives applications from enough customers, they will notify those that applied.

What is my “calling community”?

For BFFR purposes, your “calling community” is a geographic area determined by the facilities of your phone company. Contact your phone company for a map of your calling community.

How long will it take to get the high-speed service?

After the required number of BFRR forms have been submitted, the company has up to one year to make the high-speed service available.

Where can I find more information about the BFRR program?

Additional information on the BFRR program is available on the Department of Community and Economic Development website, www.newpa.com/broadband.

Please contact the Office of Consumer Advocate at 1-800-684-6560 with questions or concerns about the BFRR program.

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